

C5.A1. ATTACHMENT 1 TO CHAPTER 5

ISSUE PAPER FORMAT

NOTE: The Issue Paper Format is for recommendations incident to changes in the manual, policies, procedures and cross-functional activities related to the MEPRS program and these changes may require system change requests (SCRs). Completion of this paper format may not be required when SCRs are only required for Software Changes to update regular data dictionary files, field descriptions, data elements and tables or for System Incident Reports (SIRs) that are corrections occur when a product fails to satisfy a previously established system requirement.

**DoD Issue #:** \_\_\_\_\_ **Date of**

**Issue:** \_\_\_\_\_

*(A unique reference number assigned by OASD(HA)TMA consisting ,at least, of the year, the month and sequence number of the issue submission, for example, 99JAN0001, 99MAR002; and the original submission date.)*

**Service Issue #:** \_\_\_\_\_

**Facility:** \_\_\_\_\_

*(A unique reference number assigned by the respective Military Service headquarters that is originating the issue. The name of the command, MTF that submitted the issue.)*

**Originator of Issue:** \_\_\_\_\_ **Phone**

**Number:** \_\_\_\_\_

*(The originator of the issue or point of contact and phone number.)*

**Issue/Problem**

**Title:** \_\_\_\_\_

**Issue/Problem**

**Statement:** \_\_\_\_\_

\_\_\_\_\_

*(In one sentence, state the problem simply and what it affects in a quantifiable way. For example: Currently, (this is happening), resulting in (these quantifiable symptoms).)*

**Background:**

1. Describe the issue or the opportunity for improvement in detail. Explain its importance. What is the current practice? Identify users, processes or activities affected by this issue, sources, including information systems, policies/regulations, constraints, etc. If this issue is left unresolved, what would be its impact on the sponsoring activity, Service, or MHS?
2. List known or possible causes of the problem, for example breakdowns in the process, new or changed DoD policy, TRICARE initiative, funds or manpower reduction, base closure, deficiencies of current technology or implementation of new technology, civilian benchmarking practice.
3. If available, provide data that shows the impact of the issue.

### ISSUE PAPER FORMAT (continued)

**Recommendation:**

1. Provide workable improvements or recommendations.
2. Identify the expected outcomes and measurements.
3. Describe implementation
  - a. What are the requirements from the MTF and Service level regarding people, processes, information systems, organizational change, clinical and workload biometrics, training, compliance and metrics programs.
  - b. Identify funding requirements, including manpower, facilities, equipment, system change, etc.
  - c. Identify the data requirements needed. If a new Functional Cost Code is recommended, provide a proposed description including Function, Costs, Service Unit, and Assignment Procedure.
  - d. Obtain endorsement of the Service Headquarters' MEPRS Representative (Rep) and the Specialty Advisor or Subject Matter Expert (SME) of the Military Service originating the issue (Refer to Part A of this format). SMEs may be able to identify other alternatives that need to be explored. For other alternatives, address the same concerns described under 3a.

Deadline for Decision/Implementation: \_\_\_\_\_  
(What is the optimum time frame for a final decision, and what is a reasonable implementation date?)

### **FUNCTIONAL AND TECHNICAL REVIEW**

**Part A.** *(To be addressed within 15 working days after receipt of the Issue Paper by the Service Headquarters' MEPRS Rep and the SME originating the issue.)*

Date Received	<u>Service</u>	Name	Concur/ Non-Concur	Signature and Date Completed
	MEPRS Rep			
	SME			

Review proposed requirements and identify the functional and, if necessary, cross-functional activities required for implementing the proposed solution. Specify the sources and the required data elements that need to be collected, calculated and reported.

List all possible reasons/causes of non-compliance with any new data requirements/processes proposed.

List all possible compliance mechanisms/business rules/metrics to support the proposed requirements.

If needed, draft SCR(s).

Submit issue paper to the TMA and the other two MEPRS Representatives.

ISSUE PAPER FORMAT (continued)

**Part B.** *(To be addressed within 15 working days by the other Military Service Headquarters' MEPRS Reps and their SMEs)*

Date Received	Service	Name	Concur/ Non-Concur	Signature and Date Completed
	MEPRS Rep			
	SME			

Revise proposed requirements and identify any additional functional and, if necessary, cross-functional activities required for the collection and reporting of the proposed solution. Specify any additional sources and required data elements that need to be collected, calculated and reported.

List any additional possible reasons/causes of non-compliance with any new data requirements/processes proposed.

List any additional possible compliance mechanisms/business rules/metrics to support the proposed requirements.

If draft SCR submitted by the Sponsoring Service does not apply to your Service, draft SCR with your requirements.

Provide any additional comments that may be considered relevant to the proposed requirements.

Submit feedback to TMA.

**Part C.** *(To be addressed within 15 working days by the TMA with the EAS Office and, if necessary, with other Automated Information System's (AIS) Program Offices.)*

Date Received	TMA Reps	Name	Concur/ Non-Concur	Signature and Date Completed

Log Issue Paper and review all proposed requirements.

Identify the overall requirements including data elements and sources that will ensure the collection, calculation and reporting of the proposed solution across the Services.

Validate and determine all possible reasons/causes of non-compliance with any new data requirements/processes proposed.

Validate and determine all possible compliance mechanisms/business rules and metrics to support the proposed requirements.

Using all this knowledge, determine the standard procedures, business rules, policies, compliance/metrics, and training requirements. When necessary, coordinate the proposed requirements with TMA SMEs for further concurrence, the Uniform Biostatistical Utility (UBU) Workgroup for workload/biometric requirements and/or with the Resource Management Steering Committee (RMSC) for final approval.

ISSUE PAPER FORMAT (continued)

Prepare SCRs and determine the urgency of implementing proposed requirements.  
Evaluate SCRs with the EAS Program Office and, if necessary, with other AIS Offices:  
Evaluate SCRs requirements for compatibility, consistency and standardization between Functional and Technical requirements. Ensure that the proposed MEPRS data elements, algorithms and business rules requirements are properly defined and incorporated into the corresponding dictionaries, tables, files and other data configurations.  
Determine the most adequate timelines for synchronization and transmission of data when the proposed requirements depend on multiple interfaces with EAS.  
Report issues/findings to the MMIG.

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Date forwarded to the IM/IT office: \_\_\_\_\_

Comments: \_\_\_\_\_

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